MUSAB QURESHI – Consultant and Project Manager

Email: mail@musab.co.uk | **Work Profile**: click here | **WhatsApp/Mobile:** +44 7857 709 573 | **UK/British Citizen**

Open to Contract/Freelance and also Permanent – If you may please may you SHARE MY CV with trusted people
This is my CV Summary on a Page! Based on your active role; I will send the relevant full CV – Thank you

ACADEMIC QUALIFICATIONS:
- PG Cert. Strategic IT Management – University of Derby (2012)
- BSc Computer Science – Anglia Ruskin University (1997)

PROFESSIONAL CERTIFICATIONS & PROFESSIONAL MEMBERSHIPS:
- Foundation Certificate in Business Analysis – British Computer Society
- Certified PRINCE2 Foundation – AXELOS/PeopleCert
- Certified Six Sigma Black Belt (CSSBB) – Reed Training UK
- Certified ITIL 4 Managing Professional (MPT) – AXELOS/PeopleCert
- Certified ITIL V3 Expert (Lilac badge) – APMG International
- ISO/IEC 20000 Practitioner (Consultant level) – APMG International
- Foundation EU General Data Protection Regulation (GDPR) – IBITGQ
- TOGAF 9 Enterprise Architect – The Open Group

- University of Cambridge Computer Society

APPLICATION EXPOSURE:
I have had fair exposure to the following applications: Anthropic Claude, Google Gemini, Microsoft CoPilot, xAI Grok, Meta AI, DeepSeek AI, Perplexity AI, Microsoft Office 365, Microsoft Visio, Microsoft Project, Microsoft SharePoint, IBM Business Process Manager, Sparx Systems EA Architect, Figma, Microsoft Power BI, HP OpenView, ORACLE NetSuite, Software AG ARIS, BMC Remedy, CA Service Desk Manager, ServiceNow, JIRA, Confluence, SAP CRM, SAP PO, SAP BW, Liferay, WCC Elise, VMWare, Riverbed, F5, EMC, CiscoWorks, CA Unicenter + many more;
I pickup new applications as needed (subtly!) at lightning speed (part and parcel of being a consultant!).

AREAS OF EXPERIENCE & SKILL (WHERE I WORK/HAVE WORKED):
- AI - ChatGPT, prompt engineering + related
- Business process framework, process improvement, maturity assessment + related
- ITIL/ITSM - processes/practices, maturity assessment, requirement capture, SIAM, tool automation, service desk + related
- Business analysis, testing + related
- Product management + related
- Digital transformation + related
- Strategic planning, Balanced scorecard, Budgeting, KPIs + related
- Business change, OCM + related
- Audit, risk assessment + related
- CX, Customer Journey Mapping (CJM), improvement + related
- UX/UI, UCD, Service Design, the GDS + related
- Project management + related
- Contract, supplier management, presales work, bid preparation, bid assessment + related
- ISO certification, the QMS, policies, procedures + related
- Documentation, writing + related

Due to my flexible approach and the nature of past projects; I've gained experience across multiple areas; also my skills are transferable (for the "right" role).

TRAINING ATTENDED (SNAPSHOT):
Six Sigma Black Belt ▪ Power Messaging (Corporate Visions, Inc) ▪ Finance for Non-Financial Managers (ILX) ▪ Developing the Balanced Scorecard (Palladium) ▪ PRINCE2 Project Management + *50+ more!*

PUBLICATIONS (SNAPSHOT):
- My course on ChatGPT; here
- IT Strategic Planning Toolkit (HDI, 2011); here
- Reviving Problem Management ~ 3 Tips here
- Designing and Transforming IT Organisations (my name on pp8); sample here and purchase here [read here why this is amazing]
- Service Level Management and the Service Level (my name on pp8; sample here and purchase here
- Quick video; A Practical View on Business Analysis here
- 7 Tips for ITSM Consultants (HDI, 2017) [Author] - http://ubm.io/2skSdUm
- IT Service Catalogue Toolkit (EMA, 2005) [Author] - Was on slminfo.org which belonged to enterprisemanagement.com on their homepage for over a year as the main homepage article – here); read the PDF here
- How to start a BPM Project (quick video) here
- ARIS BPM (quick video); here
- Customer Experience Improvement (quick video) here
- Exemplar Blogs @ http://musabatwork.blogspot.com (new) and http://musabq.blogspot.com (old)
- Quick video; A Practical View on Business Analysis; here + *many more publications!*
- Note: Removed my books from Amazon + their partners as they were taking majority of the % of book sale margins. In respect of Amazon's eBook service, thousands and thousands of pages of my books were being read each month (yet paying me peanuts!); so I may have a professional developer build a dedicated site; maybe after 1-2 years or even delay it to a nice retirement hobby! If you still want to see them; you can view some of them here although of course now removed from sale (as mentioned).

CERTIFICATE COURSES COMPLETED:
- AI Essentials – The University of Oxford - here
- Product Management: An Introduction – IBM - here
- Project Management: The Basics for Success – University of California, Irvine - here
- GenAI for Customer Journey Mapping (CJM) – Coursera - here
- Foundations of User Experience (UX) Design – Google - here

- Public Sector Efficiency: Optimising Business Processes – Coursera - here
- Business Process Modelling and Analysis – SAP - here
- Introduction to GenAI for Business Process Automation – SkillUp - here
- Data-Driven Process Improvement – The State University of New York - here

WORK EXPERIENCE:
Have worked in the United Kingdom, Saudi Arabia, Switzerland, Norway and the UAE/Dubai for numerous organisations (gaps were used for myself and family):

- **Mercor –** www.mercor.com – UK (2026); Training and improving AI LLMs
- **AICC -** www.al-ayuni.com – KSA (2025); Target Operating Model (TOM); advised, Functional Mandates; authored, Business Process; advised – then took time offline/career break to author 100+ books…
- **BAE Systems -** www.baesystems.com – KSA (2023-2024); SharePoint Migration; advisory and coordinated, obsolescence analysis…
- **National Grid -** www.nationalgrid.com – UK (2022); Separation project with suite of SAP suite of applications, requirement capture…
- **MHRA** - www.mhra.gov.uk – UK (2021-2022); Process enhancement, ITIL/ITSM, ServiceNow, requirement capture…
- **stc** – www.stc.com.sa – KSA (2019-2020); Established the Service Management Office (SMO) blueprint, authored key processes, gained approval…
- **Home Office** – UK (2018-2019); https://www.gov.uk/government/organisations/home-office - process development, ITIL/ITSM, knowledge transfer, documentation...
- **The Open University + Manchester University –** UK (2017-2018); (www.open.ac.uk + www.manchester.ac.uk) - ITIL/ITSM, Customer Journey capture, process improvement, BPMN 2.0, workshops, presentations…
- **vy.no** – www.vy.no – Norway (2016-2017); Separation project; ITIL/ITSM, Service Catalog, process enhancement, UAT, knowledge transfer…
- **Pink Elephant** (www.pinkelephant.com) – KSA (2012-2014) working for the **MoI** (www.moi.gov.sa); process enhancement, ITIL/ITSM, IT service desk…
- **Deloitte** (www.deloitte.com) – KSA (2011-2012) working for the eGovernment Programme (https://yesser.gov.sa/en) with development + agreed ITIL/ITSM delivery
- **Mobily** (www.mobily.com.sa) – KSA (2007-2011); Strategic Planning, Balanced Scorecard, Budgeting, Process Enhancement, Vendor Tracking…
- **du** (www.du.ae) – UAE (2006-2007); Launch of Service Desk, SLA reporting, tool automation…
- **CSC** (www.csc.com) for the **MoI** (www.moi.gov.sa) and with **SEC** (www.se.com.sa) – KSA (2001-2006); Documenting the largest WAN in the Middle East, Service Catalogue, RFPs, documentation…
- **Redfig** and **tesco** (www.tesco.com) – UK (2000-2001); Business and technical documentation, presentations…
- **Telesma** (was acquired by www.ranstad.co.uk) – UK (1997-2000); Network manager, user support, hands on technology role.